### General Relief Program Guide Letter # 41

Date 9/15/05 Subject Issuance of the County Medical Services (CMS) card in the Family Resource Centers (FRC) by Federal Relief (GR) eligibility staff **Effective Upon Receipt** Date Reference County Policy The purpose of this General Relief Program Guide (GRPG) Letter is to **Purpose** provide GR staff with: • Procedures for the issuing of CMS cards in the Family Resource Center to all eligible GR clients after their initial granting of eligibility. • Instructions on how to enroll GR recipients into the CMS Program **Background** All GR recipients, who are not Medi-Cal eligible, are automatically eligible to CMS. Previously these GR recipients went to a CMS clinic to obtain their CMS card and to a FRC for their cash benefits. It was proposed to deliver both cash and medical card in one contact rather than two. Changes • Updating of GRPG Chapter 90-250 Updating of GRPG Chapter 90-850

### Required Action

- During Initial Screening the screener will ask the applicant if they have an urgent medical need that cannot wait 30 days.
  - If they state they do, then the screening worker shall give the applicant the CMS eligibility appointment number 1-(800) 587-8118 and instructions to call and request an urgent CMS intake appointment.
- Upon approval of GR, the GR worker will issue a CMS card to all eligible GR recipients. This will include the completion of:
  - Enrolling the recipient by completing the CMS4 form
  - Selecting the appropriate certification period
  - Assisting the recipient to selecting the appropriate primary care clinic
- Instruct the recipient to read the CMS Patient Handbook to get questions answered on how to access their care through the CMS program. In addition to information on resolving problems.
- Instruct the recipients to call CMS Patient Information at 1- (858) 492-4444 or 1- (760) 471-9660 for North County recipients when they want to change clinics.
- Instruct the recipients to call 1-(800) 587-8118 before the end of their certification period to set up an appointment to recertify CMS.

## Automation Impact

None

#### Quality Control Impact

None

#### Forms Impact

Each FRC will contact Cheryl Markee at 858-492-2294 to order their CMS4 forms, handbooks, and CMS cards. In addition, there is an online version of the CMS4 form available.

# Summary of Changes

The table below shows the GRPG changes.

Chapter	Change
90-253	Add CMS Card Issuance Instructions
90-850	Will be updated in the future

#### Subject

Issuance of CMS Cards by GR Eligibility Staff

# Filing Instructions

The table below shows how to file the GRPG material.

Action	GRPG Pages
ADD	Page 1 Table of Contents to 90-250
ADD	Chapter 90-253

### Manager Approval

ORIGINAL SIGNED BY:

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